

## **Purpose**

This Policy and Procedure is specifically designed for the effective management of participant incidents, ensuring a consistent and comprehensive approach across all situations. It aims to establish a holistic framework that prioritises the safety, dignity, and wellbeing of participants while meeting all regulatory and organisational requirements.

The ultimate goal of this Policy is to protect participants, minimise risks, and prevent future incidents through effective management and corrective actions. It promotes accountability by clearly defining roles and ensuring all involved are held to high standards.

## **Scope**

This Policy relates to all participants, inclusive of disabled individuals. This Policy ensures incidents are identified, reported, responded to, investigated, and resolved systematically. This includes clearly defined roles, responsibilities, and processes for workers and Management, as well as mechanisms for feedback and continuous improvement.

Transparency is emphasised through open communication and thorough documentation, fostering trust and ensuring continuous improvement in incident management practices. This meets relevant laws, regulations, and standards.

## **Definitions**

- Abuse: The improper treatment of an individual, including but not limited to: Sexual Abuse, Child Abuse, Bullying, Physical Abuse, Emotional Abuse, Domestic Violence.
- Harm: Physical or psychological injury, especially that which is deliberately inflicted. Includes Mental, Physical, Emotional, Sexual Abuse, and Neglect.
- Incident: An event that causes or could have caused harm to a participant or worker.
- Mandated Notifiers: Required by law to notify the Department for Child Protection if a child is at risk.
- Mandatory Reporting: Legal requirement for those regularly working with vulnerable people to report abuse.
- Neglect/Negligence: Failing to care for someone unable to care for themselves.
- Offender/Perpetrator: Person who commits a harmful, illegal, or immoral act.
- Procedural Fairness: Fairness in resolving disputes and allocating resources.
- Reportable Incident: Includes death, serious injury, abuse, unlawful contact, sexual misconduct, or unauthorised restrictive practices involving NDIS participants.

## **Responsibilities - Management**

- Develop, implement, and review the Incident Management Policy.
- Report incidents to the NDIS Commission within required timeframes.
- Maintain accurate incident records.
- Support and guide staff in managing incidents.

- Investigate incidents and implement corrective actions.
- Provide training on incident management.
- Educate on safeguarding responsibilities.
- Monitor system effectiveness and update policies.
- Use incident data for improvements.
- Prioritise participant safety and dignity.

### **Responsibilities - Workers**

- Identify and respond to incidents.
- Report all incidents, including near misses.
- Escalate serious incidents to management.
- Ensure participant safety.
- Provide emergency assistance.
- Support participants post-incident.
- Accurately document incidents.
- Complete report forms.
- Follow policies and procedures.
- Attend training.
- Advocate for participant rights.
- Report abuse or neglect concerns.
- Cooperate in investigations.
- Provide feedback for improvement.